



Class No.:	
Original Date:	May 12, 2022
Revision Date:	June 6, 2024 May 21, 2025
Pay Group:	18

CLASS SPECIFICATION

DDA, FACILITIES OPERATIONS AND CAMPUS PLANNING

NATURE AND SCOPE OF WORK

This is administrative and clerical work in support of Facilities Services, Campus Planning and Capital Projects. The DDA provides professional administrative support to the units within the department and ensures exceptional service to a wide range of clients across the University. Duties include facilitating communication and arrangements between the department and internal and external contacts; preparing and producing a wide variety of materials; records and file management; providing support for facility operations; arranging special events; meeting logistics, minute taking and calendar coordination.

The incumbent receives direction from the Manager, Campus Planning and reports to the Manager, Facilities Business Operations.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Maintains knowledge of department's projects, priorities, and objectives.
- Facilitates communication and arrangements with internal and external contacts, including faculty, staff, executive office, ministry and municipal officials, and community/business organizations.
- Coordinates special events/department activities, including catering, supplies, equipment, room booking and room setup.
- Prepares and/or produces a variety of material from general instructions, including correspondence, spreadsheets, budgets, power point presentations, master lists, newsletters, notices, and reports. Drafts correspondence for signature; ordering supplies, equipment, and duplicating; maintaining departmental files, lists and other records, including databases; and opening and distributing mail.
- Using the Administrative Records Classification System (ARCS) maintains the departmental record systems, including databases, spreadsheets, and archival files.
- May be required to support with purchasing card statement reconciliations, purchase requisitions, invoices, expense claims and other finance-related documents.
- Facilitates arrangements with HR, the Office of Health and Safety, IT Services, Campus Planning, and Facilities Operations to ensure all components of Employee Recommendation Reports are completed.

- Works with local vendors to place supply orders, arrange delivery, and coordinate setup for home and on-campus offices.
- Maintains an Access inventory database of ergonomic assessments, furniture assignments and equipment provided. Ensures meticulous record-keeping, regular reporting and communication updates; Provides status updates on ergonomic files to the Ergonomics committee.
- Corresponds with Employee to ensure modifications are made, items are received, and the workspace is arranged; Upon employee departure, coordinates the return of furniture items or provides buyout figure and ensures funds are collected/coded appropriately.
- Assigns plots, manages waitlists, and processes new and renewing registrations for internal users and community members; Ensures annual plot fees are collected.
- Addresses user non-compliance issues and communicates to supervisors for action and resolution when necessary.
- Researches options and coordinates assignment and distribution of department uniforms.
- Maintains an Access database of employees, uniform items assigned and replacement due dates.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of University and departmental policy, rules, regulations, procedures and functions.
- Thorough knowledge of MS Office applications, including Outlook, Word, Excel, Access, and Teams.
- Working knowledge of database management applications, web content management systems, and presentation/design programs.
- Ability to learn multiple University systems and Facilities management software-related systems.
- Considerable knowledge of business communication writing, including executive summaries.
- Ability to understand and follow complex oral and written instructions and communicate information effectively, both orally and in writing.
- Ability to record and transcribe a variety of material accurately and quickly.
- Ability to draft correspondence, reports, and memoranda from general instructions appropriate to the intended audience and with correct emphasis, tone, and sensitivity.
- Ability to establish and maintain effective working relationships with a diverse group of employees, students, community groups, and the public.
- Ability to maintain professional standards and exercise tact, diplomacy and discretion when handling sensitive or confidential issues. Ability to act with cross-cultural sensitivity.
- Excellent client service skills. Ability to identify client/departmental needs and the context of issues to exercise initiative and judgment regarding the required action.
- Ability to establish and maintain administrative procedures.
- Skill in keyboarding to 50 wpm.

REQUIRED TRAINING AND EXPERIENCE

- Completion of two years (approximately 60 credits) of post-secondary education in business administration, office administration or applied business technology or relevant program.
- Three years of related administrative support experience, preferably in a post-secondary environment or similar Facilities environment or an equivalent combination of education, training, and experience.
- Familiarity with ARCS is an asset.
- Courses leading to a credential in facilities or project management are an asset.

REQUIRED LICENCES, CERTIFICATES & REGISTRATIONS

- None